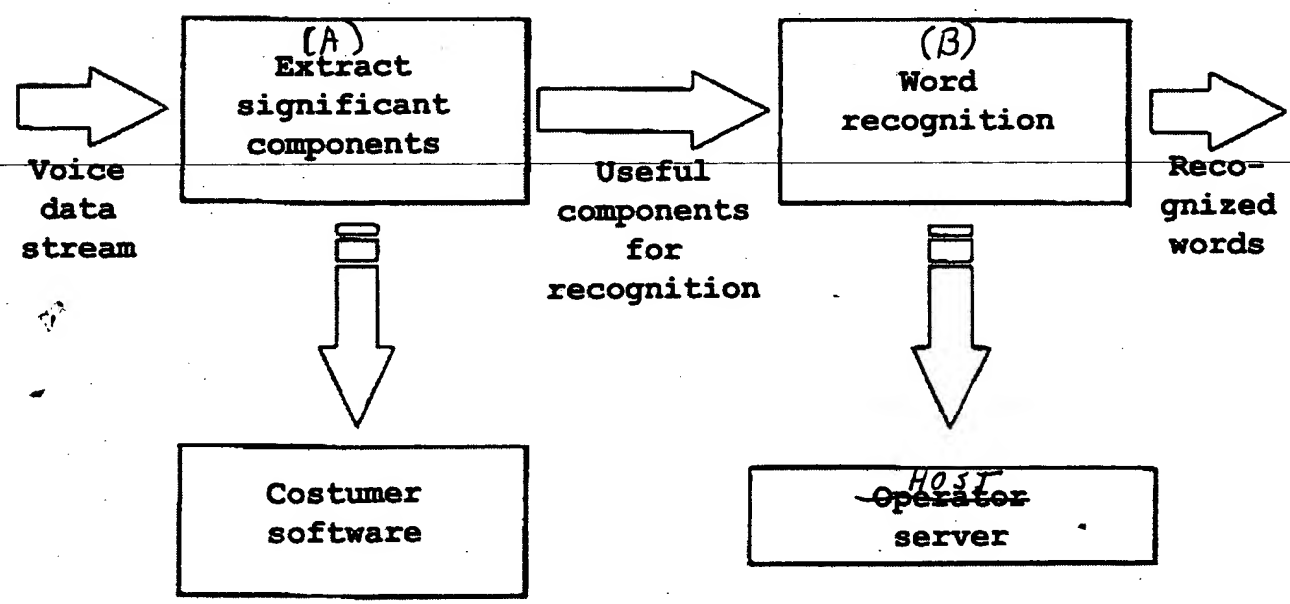


FIG. 1

FIG. 3



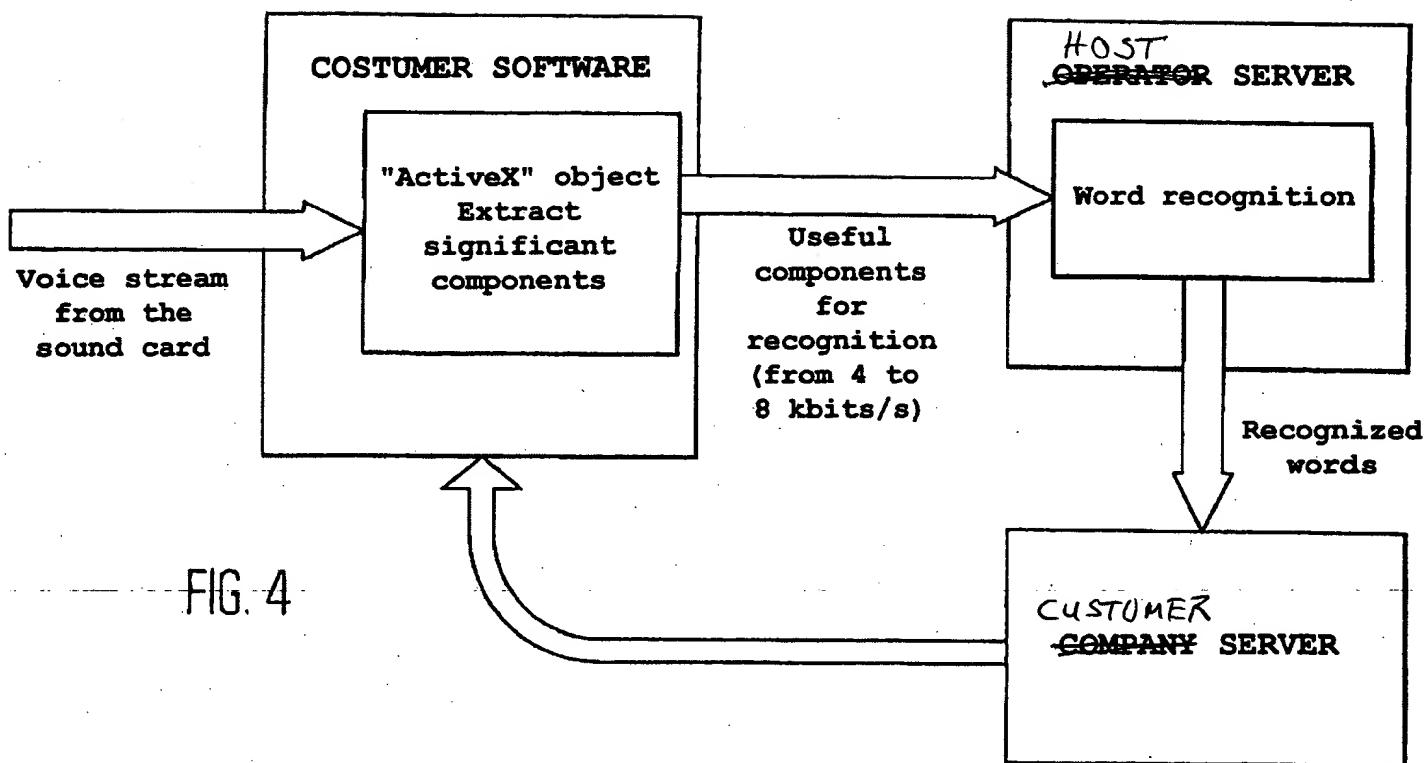


FIG. 4



HUST
Operator
server 11

CUSTOMER
Company
server 16
A

Connection request
Call data (calling number, called number)
→

Read sound
(welcome_file, stopdigit=*)
←

DTMF event
("*")
→

Read sound
(Do_you_want_to_order_file?)
←

Start_Recognition
(company vocabulary "yes, no")
←

Word_Recognition
("yes")
→

Read sound
(how_many_parts_file?)
←

Start_Recognition
(company vocabulary "1,2,3,4,5")
←

Word_Recognition
("3")
→

Stop_Recognition
←

Voice synthesis
("You have ordered three parts,
you can hang up")
←

Disconnect user
→

FIG. 2